

2009 Addendum to the CBJ 2008 Transit Development Plan: Coordinated Human Services Element

**Prepared for the
Juneau Coordinated Transportation Coalition**

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Table of Contents

Introduction.....	1
Gaps in Services.....	3
Gaps in Services List	3
Results of Juneau Transportation Needs Perception Survey	4
Public Forum Gaps in Services Results	8
Executive Interviews with Service Providers	9
Summary of Executive Interviews with Private Employers	13
Inventory of Human Service Transportation Options.....	14
Vehicle Inventory List	14
Assessment of Needs	18
Community Client Screening Form	18
Juneau Area Demographics.....	20
Appendix A: Transportation Needs Perception Survey	24
Appendix B: Resolution of Support	27
Appendix C: Survey Comments	28
Appendix D: Client Screening Forms.....	38

Introduction

This addendum ensures that the existing 2008 CBJ Transit Development Plan meets DOT&PF/FTA requirements for funding.

The purpose of this addendum is to further develop the Coordinated Human Services Element of the 2008 City and Borough of Juneau Transit Development Plan (Coordinated Plan). The primary goal of this addendum is to ensure that the Coordinated Plan meets all Department of Transportation & Public Facilities and Federal Transit Administration requirements in order for Juneau's transportation providers for seniors, people with disabilities, and people from low-income households to qualify for federal funding.

Three required items were identified by the Alaska Department of Transportation as absent from the Coordinated Plan, including the following:

1. **Gaps in Services List.** A needs list that identifies any gaps in service for target populations to the Coordinated Plan.
2. **Inventory of Human Service Transportation Vehicles.** A list of vehicles that are part of the Coordinated Plan.
3. **Assessment of Needs Client Screening Form.** A community client screening form for all agencies to use must be developed, and a sample along with methods of use must be included in the Coordinated Plan.

The implementation of this addendum adds these items to the Coordinated Plan, while making no other changes to the Plan. The 2008 Transit Development Plan can be found at www.juneau.lib.ak.us/capitaltransit/tdp-info.php.

Coordinated Plan Development

The Juneau Economic Development Council (JEDC) was approached by the Juneau Coordinated Transportation Coalition (JCTC) to apply for an Alaska Mental Health Trust Authority Coordinated Transportation and Vehicles Capital Grant through the Alaska Department of Transportation and Public Facilities in order to update the Coordinated Plan. It is JEDC's mission to foster a healthy and sustainable economic climate in Juneau in collaboration with other organizations. The grant application was successful and JEDC immediately began coordinating with the JCTC to develop the required elements of the Coordinated Plan.

The JCTC is a broad coalition of entities who came together in 2005 to promote efficient, affordable, accessible, transportation in the City and Borough of Juneau Alaska. The JCTC has representation from the following groups:



- Capital Transit
- REACH
- Southeast Alaska Independent Living (SAIL)
- Catholic Community Services (CCS)
- Juneau Youth Services (JYS)
- St. Vincent De Paul
- Juneau Alliance for Mental Health, Inc. (JAMHI)
- AWARE
- Central Council Tlingit Haida Indian Tribes of Alaska
- Southeast Senior Services
- Juneau Pioneer Home
- Juneau Taxi and Tours
- SAGA/Americorps
- State of Alaska, Department of Transportation & Public Facilities

Transportation providers from these groups were involved in this project through meetings, email exchanges, and through an executive interview process, and provided guidance as the Coordination Plan update was developed, along with the information necessary to obtain the project goals. Additionally, JEDC staff conducted executive interviews with ten of Juneau's larger private employers to ask how transportation issues impacted business operations in regards to their employees. Input regarding the Coordinated Plan was received from other organizations and riders through two public forums and a Transportation Needs Perception Survey. The information captured throughout this process is presented here.

Gaps in Services

The Coordinated Plan requires the addition of a needs list that identifies any gaps in service for three target populations: seniors, people with disabilities, and people from low-income households. To do this, members of the Juneau Coordinated Transportation Coalition (JCTC) worked with Juneau Economic Development Council staff to identify a list of existing City and Borough of Juneau transit service gaps. Additionally, JEDC held two public meetings and conducted the following three surveys:

1. An executive survey with service providers.
 2. An executive survey with Juneau's larger private employers.
 3. A transportation needs perception survey for all stakeholders and interested parties.
- Each of these surveys provided slightly differing perspectives of the three target groups.

The resulting Gaps in Services list follows:

Gaps in Services List

More Snow Removal (Including adequate plowing of sidewalks to allow use of wheelchairs/assistive devices)

Expanded Bus (and Care-A-Van) Service Area – including two specific requests

Ground transportation that connects with ferry services/ferry terminal

Lemon Creek commercial area expanded bus route

Extended After Hours Bus (and Care-A-Van) Services – including the following:

Extended Evening Bus Service

Extended Morning Bus Service

Extended Sunday Bus Service

Extended Holiday Bus Service

More Care-A-Van Services to Meet Demand (Including immediate service)

Medically Related Non-emergency Transport (i.e. transport for dialysis patients. This service currently exists, but needs to be extended.)

Assistance With Child Care Transportation - for low-income families

More Lift-equipped Taxis

Expanded Taxi Voucher Program

One Call Transit Number (service with information regarding all of Juneau's transportation options)

One Stop Coordination of Services (i.e. Mobility Manager responsible for overseeing transportation coordination efforts)

Better Information Regarding Existing Services

More Bus Shelters

Building Capacity for an Aging Population

More Affordable Transportation for Low-income Individuals/Households

More Training Regarding how to use Public Transit

Van Pools

Bulk Fuel Purchases

Results of Juneau Transportation Needs Perception Survey

The Gaps in Services List provides a base level of information. The secondary goal was to understand the magnitude of significance these service gaps have in relationship to each other. To gain a better understanding of the perceived importance of these service gaps, JEDC staff and JCTC members developed a survey instrument to measure survey gap perceptions. The final survey had nearly 50 questions and sub-questions asking how well the transportation needs of the three specific groups were met, and how strongly new or expanded services are needed. It is important to note that the survey was not administered using statistically viable methodology, and thus does not represent the wider view of the Juneau public. The survey was made available on the JEDC website, and was distributed to key stakeholders, including JCTC members, who were in turn asked to distribute the survey to their customers, clients, colleagues, and other interested parties. It was also advertised in the newspaper, and profiled in a KTOO news story. Due to the limited timeframe this process was allotted, the survey was made available for two weeks, which is short for this type of survey. In that time 72 people completed the extensive questionnaire. The survey instrument is in the appendix of this document, along with the full text of survey comments. The results from this survey are presented below.

Service Gaps

The key component of this survey was a list of service gaps. Respondents were provided with this list and asked to identify, by population group, whether each service gap was Highly Needed, Needed, has a Low Level of Need, or was Not Needed. For the purposes of presenting the findings of this section, these criteria were given the following numerical weights:

- Highly Needed = 4
- Needed = 3
- Low Level of Need = 2
- Not Needed = 1

Service gaps receiving the three highest scores included more snow plowing for people who are disabled, more snow plowing for seniors, and a public transportation connection to the ferry terminal for low-income household members.

Level of Transportation Service Need in Juneau
by Sub Group and Category
(Highly Needed = 4; Not Needed = 1)

Transportation Service Gap	For Specific Specific Sub Group	Average Score (Scale 1 to 4)
Snow plowing	Disabled	3.9
Snow plowing	Seniors	3.8
Ground Transportation to/from Ferry	Low Income	3.8
Ground Transportation to/from Ferry	Seniors	3.7
Lift-equipped taxis	Disabled	3.7
Expanded Bus Service Area	Low Income	3.7
Ground Transportation to/from Ferry	Disabled	3.7
Expanded Bus Service Area	Seniors	3.7
Expanded Bus Service Area	Disabled	3.7
Door to Door Services	Seniors	3.6
Medically related	Seniors	3.6
Door to Door Services	Disabled	3.6
Medically related	Disabled	3.6
One Call Transit Number	Seniors	3.6
Snow plowing	Low Income	3.5
Lift-equipped taxis	Seniors	3.5
One Call Transit Number	Disabled	3.5
Taxi Vouchers	Disabled	3.4
Taxi Vouchers	Seniors	3.4
One Call Transit Number	Low Income	3.4
Extended after hours service	Low Income	3.4
Medically related	Low Income	3.3
Extended after hours service	Disabled	3.3
Taxi Vouchers	Low Income	3.2
Mobility Manager	Seniors	3.2
Mobility Manager	Disabled	3.2
Extended after hours service	Seniors	3.1
More utilization	Seniors	3.1
More utilization	Disabled	3.0
Mobility Manager	Low Income	3.0
More utilization	Low Income	3.0
More training	Seniors	2.9
More training	Disabled	2.9
Lift-equipped taxis	Low Income	2.7
Door to Door Services	Low Income	2.7
More training	Low Income	2.7

In addition to analyzing the service gaps by user group, JEDC staff also combined the scores of each user group by service to examine the overall rankings for each service gap. Service gaps receiving the three highest scores using this methodology included more snow plowing, a public transportation connection to the ferry terminal, and expanded bus area service.

Level of Service Need in Juneau, by Category (Highly Needed = 4; Not Needed = 1)

Service Gap	Average Needs Score for all Sub Groups (Scale 1 to 4)
Snow Plowing of Sidewalks and Berms	3.8
Ground transportation that connects with ferry services/ferry terminal	3.7
Expanded Bus Service Area	3.7
Medically related non-emergency transport (i.e. transport for dialysis)	3.5
One Call Transit Number (service with information regarding all of Juneau's transportation options)	3.5
Taxi Vouchers	3.3
Door to Door Services	3.3
Lift-equipped Taxis	3.3
Extended After Hours Bus Service	3.3
Mobility Manager (Responsible for overseeing transportation coordination efforts)	3.1
More utilization of existing local resources (such as school buses) for transit	3.1
More training regarding how to use public transit	2.8

How Often Transit Needs Met

Survey respondents were asked how often transportation needs of specific user groups are met in Juneau. Nearly half (49%) of respondents said that the transportation needs of Juneau's seniors are mostly or always met. Two-fifths (39%) of respondents said that the transportation needs of people with disabilities are mostly or always met. Less than a third (30%) of respondents said that the transportation needs of low-income household members are mostly or always met. Low-income transportation needs also scored the lowest of the three user groups (2.4) when a numerical score was developed from the responses (the "don't know"s were excluded from this calculation). All three population groups had an average score that fell between "mostly" and "sometimes" in terms of how often their transportation needs are met.

How often are the local transportation needs of the below populations met?

Population Group	Always (4)	Mostly (3)	Sometimes (2)	Never (1)	Don't Know	Avg. Score (Always=4 Never=1)
Seniors	11%	38%	39%	6%	7%	2.6
People with Disabilities	10%	29%	40%	3%	18%	2.6
Low Income Households	6%	24%	38%	8%	25%	2.4

Service Barriers

Several service barriers were identified, and respondents were asked the extent to which these barriers presented a negative transportation impact. Two service barriers were considered problematic by more than two-thirds of respondents: Lack of snow removal received the highest ranking, with 82% of respondents saying that snow and ice represents a negative or very negative impact for the specified user groups. Nearly three-quarters (73%) of respondents said that the distance to bus stops represents a negative or very negative impact.

Please indicate if the items below negatively impact the ability of the targeted groups to access transportation in Juneau

Population Group	Very Negative Impact (3)	Negative Impact (2)	Not an Impact (1)	Don't Know/Not Applicable	Avg. Score (Very Neg.=3 Not Neg.=1)
Snow or other physical barrier at bus stop	50%	32%	4%	14%	2.5
Distance to/from bus stop	29%	44%	14%	13%	2.2
Public bus schedule	22%	39%	26%	13%	2.0
Lack of information	19%	24%	29%	28%	1.9
Don't feel safe using public transportation	17%	35%	28%	21%	1.9
Lack of personal care attendant	15%	29%	25%	31%	1.9
Affordability	11%	43%	29%	17%	1.8

Respondent Demographics

Respondents were asked to “mark all that apply” when asked how they would best describe themselves. For this reason, percentages add up to greater than 100 percent. The demographic group with the most representation in this survey is seniors.

Response Groups

Respondent Group	% of Respondents
Senior	40%
Social Service Provider	24%
Low Income	22%
Consumer Advocate	19%
Person with Disability	18%
Government Employee	8%
Public Transportation Worker	1%
Private Bus Operator	1%
Education employee	1%

Public Forum Gaps in Services Results

JEDC held two public forums to discuss gaps in services. Attendees included representatives from Capital Transit, REACH, Southeast Alaska Independent Living (SAIL), Catholic Community Services (CCS), Juneau Youth Services (JYS), Southeast Senior Services, Central Council Tlingit Haida Indian Tribes of Alaska, Association for the Education of Young Children (AEYC), Alaska Commission on Aging, Alaska Department of Transportation, American Association of Retired People (AARP), City and Borough of Juneau, and the Juneau Economic Development Council.

The group identified additional gaps in services that were not explored in the survey, including the following:

- Assistance with transportation to/from child care before and after work
- Van pools
- Bulk fuel purchases
- Better information regarding existing services
- Building capacity for an aging population

JEDC staff asked attendees to indicate which gaps in services were most important or most highly needed of the service gaps discussed. Two issues separated themselves from the larger list as the most significant to the group:

1. Extended after hours bus service
2. More snow removal from sidewalks at transit stops

Executive Interviews with Service Providers

JEDC staff conducted executive interviews of transportation service providers in Juneau. Providers were asked a series of questions in order to document their opinions and attitudes about gaps in transportation services that currently exist in Juneau. Interviews were conducted with nine transportation service providers, including representatives from Capital Transit and human service agencies (REACH, SAIL, Catholic Community Services, Juneau Youth Services, AWARE, Center for Community, St. Vincent de Paul, and Juneau Pioneers Home.)

Current Gaps in Transportation Services

When asked what they see as the top transportation gaps in services for Juneau's seniors, people with disabilities, and low-income employees, all providers interviewed responded that there is currently a gap for consumers who live outside the bus and Care-A-Van service area boundary. In addition, service gaps exist in the evenings, on weekends, and on holidays when public transit is not operating. Para-transit transportation gaps were also cited by four of the providers interviewed. In particular, having to wait for Care-A-Van services was listed as a significant gap. Two providers responded that lift-equipped taxis need to be made more readily available, and that the lack of transportation for dialysis patients after June 30, 2010 is a gap that needs to be addressed.

When asked what key services would be missing and who would be underserved if Juneau only had public transportation, human service agencies interviewed indicated that people with disabilities, seniors, and low-income employees would all be underserved as a result of the lack of transportation available outside of bus route boundaries. Other key services that would be missing were lift-equipped taxi service and taxi voucher programs. One agency cited the problem of available space on public transit for larger groups, and added that low-income youth would be underserved if services other than public transportation were not available.

Availability and Utilization of Transportation Services

The summary below was compiled from responses to a set of questions aimed at highlighting the availability of current transportation services in Juneau, as well as how those services are used by consumers.

There was a wide range of responses to the question of where people are trying to go when they seek transportation assistance from service providers. The most common responses received were: scheduled activities, recreation, meetings, appointments, shopping, and other daily living activities. One agency responded that they were contacted for help with transportation when people needed to get to locations outside public transit boundaries. Consumers also occasionally use

human service agency transportation services to travel outside of Juneau, although this is uncommon and only one or two agencies can accommodate such trips.

When asked whether there are other places people would like to go aside from destinations outlined above, six of the providers interviewed responded “no”. One agency representative indicated that some consumers want to travel outside Juneau but the agency was not able to provide that service. One agency responded that some of their clients would like to use their transportation services to attend non-medical (i.e., social) functions, but that this was not possible.

Most of the human service agencies interviewed indicated that they could only provide transportation assistance during business hours, outside of which clients had to rely on public transit or Care-A-Van services. This results in certain times of the day or week when people cannot get transportation assistance if they need it. The most common times when consumers are not able to get assistance are in the early morning hours and late evenings, as well as on Sundays and holidays. One human service agency representative responded that they felt their clients were able to get transportation assistance whenever they needed it. Another agency specifically stated that transportation was not readily available for clients coming in on nighttime flights and ferries. When asked if there is enough service at night and on the weekends, eight of the nine transportation service providers responded “no”. One human service agency responded “yes” to this question.

When asked if there are times when people can’t use the service because it is already being used by other people, eight of the nine providers interviewed responded “yes”. One human service agency responded “no” to this question. When asked how often this happens, only one provider was able to provide a number, and that was an average of 15 times per month. However, this number only took in to account a specific timeframe (day-before) calls for assistance, and is likely higher when all calls for transportation assistance are considered (i.e., same-day calls.)

There were mixed responses when the question of whether there are any groups who need transportation assistance but are not eligible for existing programs was asked. Five of the nine providers indicated that no, this is not the case. One human service agency representative indicated that yes, there are individuals who would like to use the agency’s taxi token program but cannot because it is only for seniors and people with disabilities. The public transportation provider interviewed responded that low-income individuals and households were at times excluded from using their services because there is no program currently in place to serve individuals in those groups.

When asked if people can afford the transportation service, all of the providers interviewed responded yes to some degree. Three human service agency representatives did indicate that if taxis had to be used to fill transportation gaps, clients could run into affordability problems.

In general, people who only need help a few times a year are able to use the transportation system, according to all but one transportation service provider interviewed. That one human service agency representative was not sure if this was the case with their program.

When asked if transportation services need to be better coordinated, seven of the nine providers responded with a yes. One of the human service agency representatives interviewed indicated that they felt that the existing system works well for their particular agency. Another provider stated that it is not the services that need to be better coordinated, but the funds allocated by the State of Alaska that should be better coordinated. A third transportation service provider felt that better coordination of services was not needed because lack of service is not a significant factor in Juneau as there are no significant transportation providers focused solely on the elderly, persons with disabilities, and low income households.

When JEDC inquired whether there were any additional comments or suggestions the agencies would like to make, seven of the nine representatives did not have anything to add. One human service agency responded that they have a good relationship with Capital Transit, and most of their clients' transportation needs are met. They felt that there could be improvements made, but many of those are impractical; however, extending bus routes would be helpful. The representative from another human service agency indicated that we need to utilize more imagination and more innovation. For example, cleaner vehicles are available and should be used.

Consumer Needs

Responses from eight transportation service providers are represented in the summary below. The corresponding questions were aimed at highlighting the needs of the consumer.

When asked how Juneau's Native seniors' transportation needs are met by their services, seven of the eight providers interviewed indicated that services are available to this demographic group, either directly or indirectly. All service providers indicated that seniors were served through coordination with Care-A-Van, and that Native seniors were served to the same capacity as all Juneau seniors. One agency indicated that the taxi voucher program is very well-utilized by Native seniors in Juneau. Another human service agency responded that 50% of the clients participating in their senior project are Alaska native.

Four of the eight providers indicated that personal care attendants are available for those clients that require it, although one human service agency added that this was true only if funding allowed. On Capital Transit buses, personal care attendants are not provided, but are allowed to ride at no additional cost.

A wide range of responses was received when providers were asked whether clients were allowed to make multiple stops when using transportation services. Three of the human service agencies responded that multiple stops are allowed, with one pointing out that while taxis allowed multiple stops, it does cost extra to make those stops. One agency indicated that multiple stops are not allowed except in special circumstances, and another responded that only one destination was accommodated for their clients. While consumers can use the bus system to get to multiple destinations, this can be problematic when working with the fixed schedule of busing. All eight transportation service providers responded that consumers can get help with shopping bags, luggage, or similar packages. On fixed route buses, drivers are unable to assist with packages, but fellow passengers often offer assistance.

Service Provider Needs

Responses from eight transportation service providers are represented in the summary below. The corresponding questions were intended to highlight what transportation providers themselves need in order to better serve the community's transportation requirements.

When asked whether they need more vehicles, five of the eight providers responded yes, while three human services agencies indicated that they do not need additional vehicles. When asked whether they need to operate for more hours, five of the human service agencies responded no, one human service agency did not respond, and two providers responded yes. The majority of transportation service providers (six out of the eight agencies interviewed) responded that they do not utilize volunteer drivers. When asked whether they need to increase the number of volunteer drivers, one agency that does use volunteers indicated yes and another indicated no.

Providers were asked whether they are in need of additional money - all eight responded yes to this question. Specific needs for funding cited were: to replace vehicles, hire more paid drivers, operate for longer hours, and make an initial purchase of vehicles. When asked whether transportation organizations need to work together more, four of the eight providers responded yes, two responded no, and two did not respond to the question. One human service agency indicated that they provide such a unique service that it is difficult to coordinate with other groups, and another agency responded that they are satisfied with the number and strength of their relationships with other groups.

Summary of Executive Interviews with Juneau's Larger Private Employers

JEDC staff conducted executive interviews with ten of Juneau's larger private employers to ask how transportation issues impacted business operations in regards to their employees. Six of these organizations, including Wal-Mart, Home Depot, Fred Meyers, Warehouse Demo Services (an employer at Costco), Goldbelt Hotel, and Safeway reported that a significant number of their employees use the bus. Public transit use estimates among employees in these organizations ranged from 30% to 75%, and combined these organizations have more than 350 employees using public transportation to get to work. Generally the business operations of these establishments, along with the work schedules of their employees, are highly impacted by public transit schedules and bus stop locations.

Summary of Executive Interviews with Juneau's Top Employers

	% of employees that use bus	# of employees that use bus	Transportation changes that would assist employees and business (in order of priority to employer)
Fred Meyers	65%	130	<ul style="list-style-type: none"> • Extended Evening Bus Service: In the summer the store is open until midnight – but the last bus in 10:45 so that employees cannot close. • Extended Morning Bus Service: The store opens at 7 AM and most employees cannot arrive until 8 AM because of the morning bus schedule. • Extended Sunday Bus Service: On Sundays – employees cannot work after 5 PM.
Safeway	55%	70	<ul style="list-style-type: none"> • Extended Sunday Bus Service • Run buses on time: Employees taking the bus arrive late if the buses are late.
Wal-Mart	30%	65	<ul style="list-style-type: none"> • Extended Sunday Bus Service
Home Depot	50%	45	<ul style="list-style-type: none"> • Additional Bus Stop: Employees must walk a mile to reach bus in all kinds of weather. • Extended Evening Bus Service: Extend the bus service hours until midnight. • Extended Morning Bus Service: Employees need to be at work at 6 AM – but cannot arrive until later.
Warehouse Demo Services	75%	30	<ul style="list-style-type: none"> • Additional Bus Stop: Employees must walk a mile to reach bus. • Extended Sunday Bus Service
Goldbelt	35%	15	<ul style="list-style-type: none"> • Extended Sunday Bus Service

Inventory of Human Service Transportation Options

Vehicle Inventory List

The coordinated human services element of the CBJ Transit Development Plan requires the addition of an Inventory of Human Service Transportation Options list that identifies vehicles that are part of the Coordinated Plan. To generate this list, each agency logged into their agency profile on the Alaska Department of Transportation website at [www.dot.state.ak.us/stwdplng/transit/Alaska Transit/index.cfm](http://www.dot.state.ak.us/stwdplng/transit/Alaska%20Transit/index.cfm) to enter their capital inventory. The resulting list of vehicles for JCTC is below.

Agency	Description (Year, Make, Model)	Last 4 VIN	# of Seats	Wheelchair Capacity	Fleet/ Svc ID	Vehicle Type
Capital Transit	2006 D35LF	9752	29	2		35' bus
Capital Transit	2006 D35LF	9751	29	2		35' bus
Capital Transit	2000 D35LF	1450	29	2		35' bus
Capital Transit	1992 Orion	3142				35' bus
Capital Transit	1992 Orion	3139				35' bus
Capital Transit	2006 D35LF	9753	29	2		35' bus
Capital Transit	1992 Orion	3141				35' bus
Capital Transit	1999 H-60 Mobile Vehicle Lift	5011				Other
Capital Transit	1985 Onan Generator	able				Other
Capital Transit	2003 D35LF	5646	29	2		35' bus
Capital Transit	2009 Ford escape	4608	5			Car, SUV
Capital Transit	2007 ford freestar	5495	8			Minivan
Capital Transit	2003 D35LF	5645	29	2		35' bus
Capital Transit	2000 D35LF	1449	29	2		35' bus
Capital Transit	2000 D35LF	1448	29	2		35' bus
Capital Transit	2007 Aerolite 210	6145	8	2	6829	Cutaway, Narrow Body
Capital Transit	2007 Aerolite 210	6146	8	2	6830	Cutaway, Narrow Body
Capital Transit	1992 Orion	3140				35' bus
Capital Transit	2009 Eldorado Aerolite 200	1981	8	2	NA	Cutaway, Narrow Body
Capital Transit	2004 F350	9828	2	0		Truck
Capital Transit	1985 Bus Washer	995				Other
Capital Transit	2009 Eldorado Aerolite 200	1982	8	2	NA	Cutaway, Narrow Body
Capital Transit	2009 Eldorado Aerolite 200	1980	8	2	NA	Cutaway, Narrow Body

Agency	Description (Year, Make, Model)	Last 4 VIN	# of Seats	Wheelchair Capacity	Fleet/ Svc ID	Vehicle Type
Capital Transit	2009 Eldorado Aerolite 200	1979	8	2	NA	Cutaway, Narrow Body
Capital Transit	2008 Ford escape	6496	5			Car, SUV
Capital Transit	2008 F350 Truck	2834	2			Truck
Capital Transit	2007 Aerolite 210	6144	8	2	6828	Cutaway, Narrow Body
Capital Transit	1986 AHE0102020000 Vehicle Hoist	329				Other
Capital Transit	1999 Taurus Sedan	9944				Car, SUV
Capital Transit	1992 Orion	3143				35' bus
Capital Transit	2002 Trailer	201				Other
Capital Transit	2000 D35LF	1451	29	2		35' bus
Capital Transit	2007 Aerolite 210	6147	8	2	6831	Cutaway, Narrow Body
Capital Transit	2006 D35LF	9750	29	2		35' bus
Capital Transit	2003 D35LF	5647	29	2		35' bus
Catholic Community Service - Juneau/Douglas	2000 Star Trans E350	1623			7	Cutaway, Narrow Body
Catholic Community Service - Juneau/Douglas	2007 E350 Eldorado Aerolite 210	1291	8	2	9	Type 1: Narrow BOC
Catholic Community Service - Juneau/Douglas	2003 Edlerado Aerolite	8333	8	3	8	Cutaway, Narrow Body
Juneau Alliance For The Mentally Ill	1991 Ford Van	4248				
Juneau Alliance For The Mentally Ill	1992 Plymouth Voyager	4581				
Juneau Alliance For The Mentally Ill		543				
Juneau Youth Services	2004 GMC Safari	73	8	0	3	Minivan
Juneau Youth Services	2008 Ford Eldorado Aerotech 200	1530	14	2	23	Cutaway, Standard Body
Juneau Youth Services	2001 GM Collins Super Bantam	2557	12	1	22	Cutaway, Standard Body
Juneau Youth Services	2006 Subaru Impreza	4972	5	0	9	Station Wagon
Juneau Youth Services	2002 Chevrolet Astro	4664	8	0	24	Minivan
Juneau Youth Services	2006 Toyota Sienna	7506	8	0	16	Minivan

Agency	Description (Year, Make, Model)	Last 4 VIN	# of Seats	Wheelchair Capacity	Fleet/ Svc ID	Vehicle Type
Juneau Youth Services	2005 Chevy Astrovan	6537	8	0	7	Minivan
Juneau Youth Services	1989 Ford Van	9548	2	0	5	Van
Juneau Youth Services	1998 Chevrolet Astro	2301	8	0	17	Minivan
Juneau Youth Services	1995 Chevrolet cutaway bus	3287	15	0	2	Cutaway, Narrow Body
Juneau Youth Services	2001 Chevrolet Collins Super Omni Bus	2126	15	0	20	Cutaway, Standard Body
Juneau Youth Services	2004 GMC Safari	51	8	0	14	Minivan
Juneau Youth Services	2001 Chrysler Town and Country	9367	7	0	11	Minivan
Juneau Youth Services	1984 International Bus	6729	11	0	1	30' bus
Juneau Youth Services	1986 Dodge	4563				
Juneau Youth Services	2007 Thomas Bus	5400	15	0	4	Cutaway, Standard Body
Juneau Youth Services	1997 Chevrolet Astro	8157	8	0	10	Minivan
Juneau Youth Services	1999 Chevrolet Astro	2125	8	0	21	Minivan
Juneau Youth Services	2003 Dodge Caravan	9517	7	0	6	Minivan
Juneau Youth Services	2004 GMC Safari	7649	8	0	8	Minivan
Juneau Youth Services	1998 GMC Safari	7264	8	0	19	Minivan
Juneau Youth Services	2004 Ford e-150 cargo van	9242	2	0	18	Van
Juneau Youth Services	2003 GMC Safari	4440	8	0	13	Minivan
Juneau Youth Services	1998 Chevrolet Astrovan	7297	8	0	12	Minivan
Juneau Youth Services	1996 Ford Van	59				
Juneau Youth Services	2003 Chevrolet Astrovan	6097	8	0	15	Minivan
NAMI- Juneau / Polaris House	2006 Chev Uplander	2910	7	1	NA	Minivan
Oxford House, Inc.	Pickup Truck	8600				
REACH	1992 Ford Econoline	1390	5	1		Van
REACH	2007 Caravan Van	6678	5	1		Minivan
REACH	2008 Odyssey Van	8620	7	0		Minivan
REACH	1991 Ford	5510	5	1		Van

Agency	Description (Year, Make, Model)	Last 4 VIN	# of Seats	Wheelchair Capacity	Fleet/ Svc ID	Vehicle Type
REACH	1997 Ford Escort	7348	4	0		Car, SUV
REACH	2004 Ford Freestar	3269	7	0		Minivan
REACH	1997 Ford Aerostar	1612	7	0		Minivan
REACH	2006 Ford Van	6461	5	2		Van
REACH	1998 Ford Windstar	3648	7	0		Minivan
SAIL-Juneau	2002 CHEVY ASTRO	743	8	0		Minivan
SAIL-Juneau	2008 El Dorado Amerivan	802	5	2		Van
SAIL-Juneau	2005 FORD SUPREME SENATOR 4X4	9106	15	2		Type 1: Narrow BOC

Assessment of Needs

Community Client Screening Form

The coordinated human services element of the CBJ Transit Development Plan requires the addition of a Community Client Screening Form.

There are currently the following four client screening forms in use:

- Capital Transit VIP Bus Pass for Persons with Disabilities
- REACH STAR Project Family Support Plan
- SAIL Taxi Voucher Program Application
- Car-A-Van Participant Registration Form

These forms are attached in the appendix.

The proposed community client screening form would not replace these above forms. It would instead act as a general intake form for residents who are requesting public transportation assistance. The purpose of this form would be to initially screen a potential service user to determine the most appropriate program to direct the interested party.

While the JCTC participated in the development of this form and agreed with its content, the group has not yet come to a consensus as to the final methodology with which to use this form. Partly this is due to the fact that the group is currently hoping that a Mobility Manager will be appointed who would be the point of contact for this document. Additionally, the group is in the early stages of establishing a transportation website, which would be a clearinghouse for all local human services transportation services, and would integrate the websites of all transportation providers within CBJ in order to make information on area wide transportation options more readily accessible to users. The final Community Client Screening Form would be posted on the website in an easy to use web format. However, the precise contact person or group that would receive this form is still in the process of being determined.

Please see the proposed Community Client Screening Form on the following page.

JUNEAU TRANSPORTATION RIDER SCREENING FORM

_____ Today's Date
RIDER INFORMATION

Name (Last, first, middle initial)

Residence address

City

Mailing address (if different)

City

State

ZIP Code

Primary phone number

Work phone number

E-mail address

TRANSPORTATION NEEDS CATEGORY

What kinds of transportation needs do you have?

WHICH SERVICES INTEREST YOU (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Wheel Chair Accessible Transport | <input type="checkbox"/> Holiday and Weekend Transportation |
| <input type="checkbox"/> Door-to-Door Services | <input type="checkbox"/> Early Morning/Late Evening Transportation |
| <input type="checkbox"/> Transportation to/from Work | <input type="checkbox"/> Transportation to/from Medical Appointments |

ADDITIONAL INFORMATION

Do you need a personal care attendant when traveling? ☐ Yes ☐ No

Do you have a Medicaid waiver? ☐ Yes ☐ No

Do you receive transportation services from any agencies? ☐ Yes ☐ No

If yes please list agency name and type of service.

I understand that this information will be released to the appropriate transportation provider. ☐ Yes

For Administrative Use Only: Date received _____

Action taken _____ Date _____

Agency Official signature _____ Date _____



Juneau Area Demographics

The 2008 Transit Development Plan included all required demographic information using the 2000 US Census information. To view this information, refer to pages 44 through 56 of the Plan. However, because the Juneau Economic Development Council had recently released the 2009 Juneau Economic Indicators, some additional updated demographic information is provided below.

Juneau By the Numbers, 2008

	2008	2007	% Change from 2007
Population	30,427	30,134	↑1.0%
Median Age	38.1	38.1	None
Total Jobs	18,127	17,978	↑0.8%
Average Wage	\$41,653	\$40,380	↑3.2%
Unemployment	4.8%	4.4%	↑0.4%
School District Enrollment	4,930	5,042	↓-2.2%
University of Alaska Enrollment	2,632	2,599	↑1.3%
Ferry Passenger Arrivals	82,957	74,540	↑11%
Alaska Airlines Passenger Arrivals	284,097	297,267	↓-4.4%
Cruise Passenger Arrivals	1,032,300	1,017,431	↑1.5%

Comparing Juneau, Alaska and US: 2007

	Juneau	Alaska	United States
Median household income	\$76,185	\$61,766	\$50,007
Mean household income	\$86,075	\$76,433	\$67,799
Median family income	\$88,187	\$72,008	\$60,374
Mean family income	\$98,956	\$86,285	\$78,708
All families below poverty level	5%	8%	10%

Source: factfinder.census.gov

Juneau Population Distribution

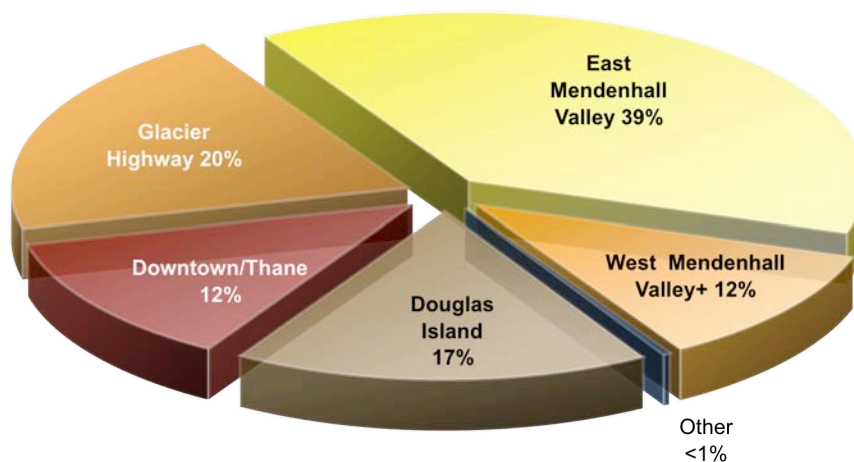
Less than a third of Juneau's population (29%) live in the downtown/Douglas/Thane area. The most populated area of Juneau is the East Mendenhall Valley, where 39% of Juneau residents live.

Juneau Population Distribution, 2001-2008

Juneau Area	Population 2001	Population 2008	Change 2001-2008	Change 2001-2008
Town/Douglas/Thane	9,173	9,092	-1%	-81
Douglas	2,115	2,046	-3%	-69
West Juneau	1,583	1,558	-2%	-25
North Douglas	1,596	1,654	4%	+58
Thane	172	204	19%	+32
Downtown Juneau	3,707	3,630	-2%	-77
Glacier Hwy/Valley/Out the Road	21,682	21,810	1%	+128
Glacier Highway - Norway Point to Fred Meyers (Includes Salmon Creek, Twin Lakes, Lemon Creek, Switzer Creek)	4,812	4,907	2%	+95
Glacier Highway - Waydelich Creek to end of road (Includes Lena Loop, Tee Harbor, out the road)	1,318	1,381	5%	+63
East Mendenhall Valley	12,122	11,954	-1%	-168
West Mendenhall Valley, Mendenhall Peninsula, Auke Bay	3,430	3,568	4%	+138

Source: City and Borough of Juneau.

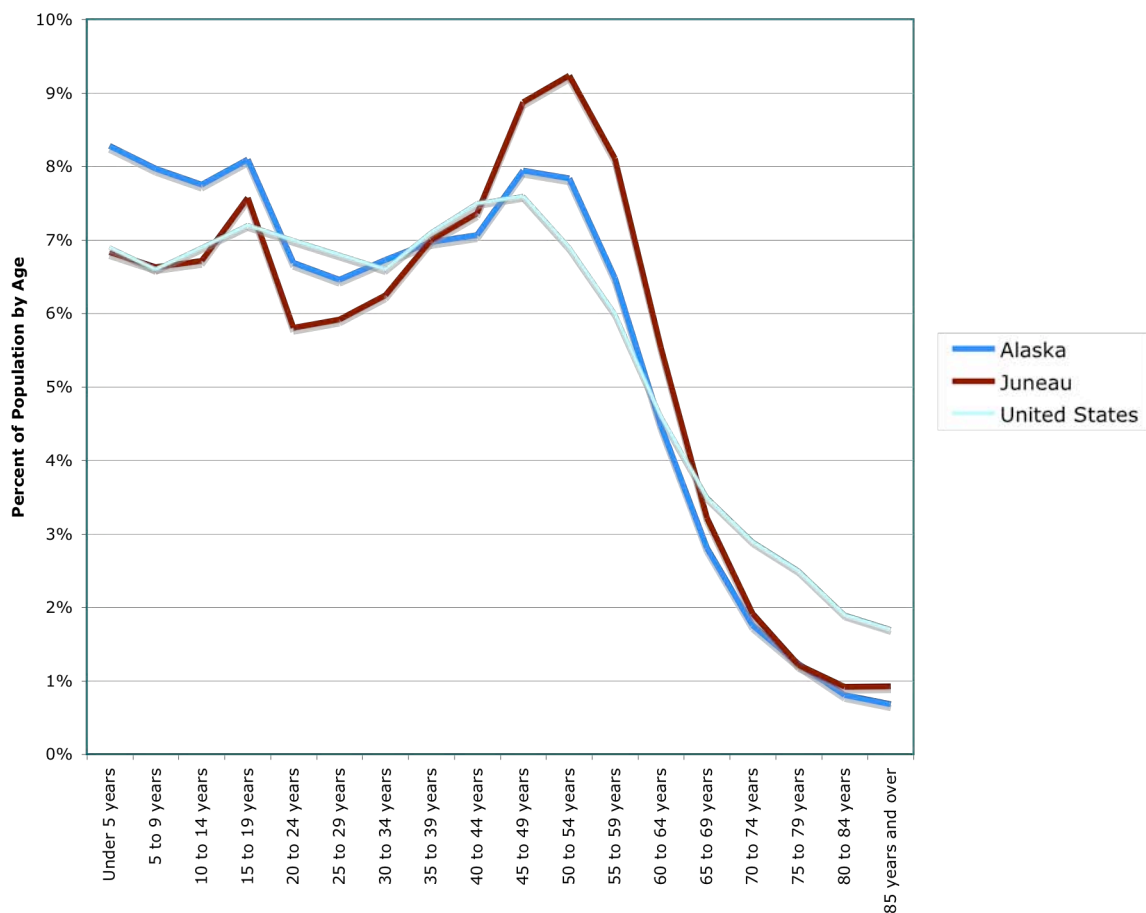
Juneau Population Distribution, 2008



Aging Population

Juneau has aged at a faster pace than the state or the nation. Juneau is aging faster in part because it has a higher percentage of 40 to 64 year olds, and a smaller percentage of 15 to 34 year olds than the state or nation. Nearly 40 percent of Juneau's population is between 40 and 64, compared to 33 percent in the US overall; and a quarter of Juneau's population is between 15 and 34, compared to 28 percent of the state and nation.

Population Distribution by Age
Juneau, Alaska, US 2008



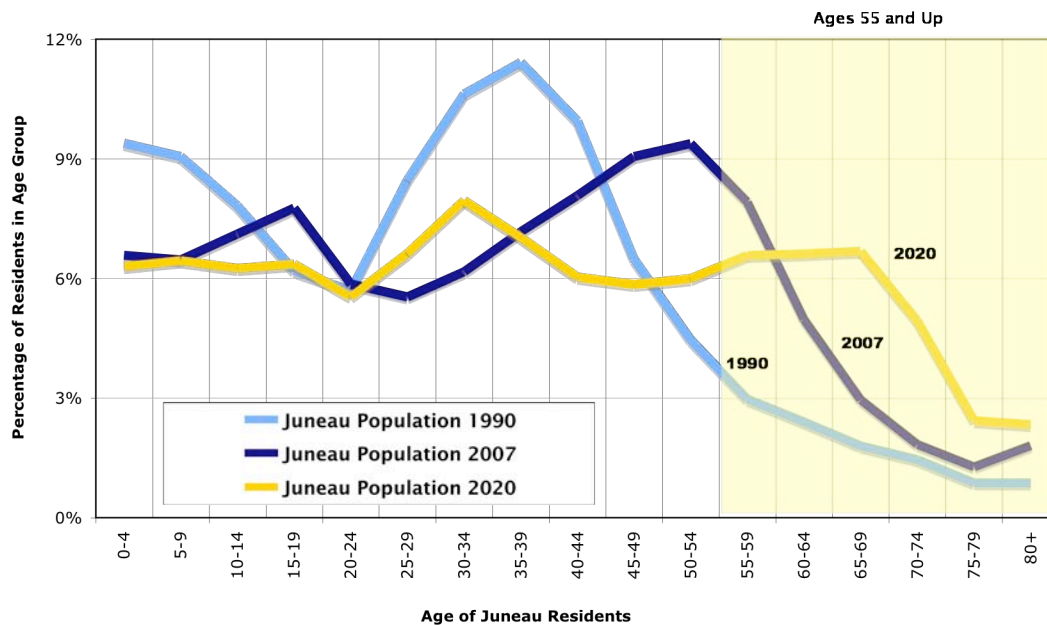
Source: ADOL, Research and Analysis Section and the U.S. Census Bureau.

The senior population in Juneau has been increasing rapidly. According to the Alaska Commission on Aging, the number of older Alaskans is increasing at a rate more than four times the national average.

The proportion of those 55 and older in Juneau increased from 10 percent in 1990 to 21 percent in 2007. By 2020 those 55 and older are expected to make up 30 percent of the local population, and a full third of the regional Southeast population. Juneau's shifting demographics mean that Juneau's senior population is becoming more significant by the year.

Juneau Residents 55 and Older: by Percent of Population 1990, 2007, 2020 (est.)

Area	1990	2007	2020
55 to 64	5%	13%	13%
65 to 74	3%	5%	12%
75 plus	2%	3%	5%
Total 55+ %	10%	21%	30%
Total 55+ Count	2,800	6,300	11,500



Source: ADOL, Research and Analysis Section and the U.S. Census Bureau.

Appendix A: Transportation Needs Perception Survey

The Juneau Coordinated Transportation Coalition will use the information gathered in this survey to guide planning and further develop the coordinated human services element of the CBJ Transit Development Plan Human Services Coordination Element.

Targeted Groups - For the purposes of this survey, please only consider the transportation needs of Juneau's following groups:

- **Seniors** - people aged 60 and older
- **People with disabilities** - those with short or long term disabilities
- **Low-income households** - people with household incomes 150% of federal poverty level-and-below. (For example, 150% for a family of 4 is an income of \$41,360 or less; or a family of 1 with an income of \$20,300 or less – equivalent to \$9.75 per hour.)

1. Are the local transportation needs of the below populations met?

Population Group	Always	Mostly	Sometimes	Never	Don't Know
a. Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments?

2. Please indicate if the items below negatively impact the ability of the targeted groups to access transportation in Juneau.

Category	Very Negative Impact	Negative Impact	Not an Impact	Not Applicable or Don't Know
a. Affordability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Distance to/from bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Public bus schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Lack of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Snow or other physical barrier at bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Lack of personal care attendant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. <u>Don't feel safe using public transportation</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments?

3. Please indicate by category how strongly the following services are needed in Juneau.

Service	Population Group	Highly Needed	Needed	Low Level of Need	Not Needed	Not Applicable or Don't Know
a. Taxi Vouchers	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Door to door services	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. One Call Transit Number (service with information regarding all of Juneau's transportation options)	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Extended after hours bus service	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Mobility Manager (Responsible for overseeing transportation coordination efforts).	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Medically related non-emergency transport (i.e. transport for dialysis)	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. More training regarding how to use public transit	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Ground transportation that connects with ferry services/ferry terminal	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Expanded bus service area	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service	Population Group	Highly Needed	Needed	Low Level of Need	Not Needed	Not Applicable or Don't Know
j. Lift-equipped taxis	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Snow plowing of sidewalks and berms to accommodate transit users	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. More utilization of existing local resources (such as school buses) for transit	Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	People with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Low income households	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Are there any other gaps in service or needs you wish to address?

5. Which best describes you? (Check all that apply)

- | | | |
|---|---|---|
| <input type="checkbox"/> Consumer Advocate | <input type="checkbox"/> Senior | <input type="checkbox"/> Taxi Operator |
| <input type="checkbox"/> <u>Social Service Provider</u> | <input type="checkbox"/> Person with Disability | <input type="checkbox"/> Public Transportation Worker |
| <input type="checkbox"/> Government employee | <input type="checkbox"/> Low Income | <input type="checkbox"/> Private Bus Operator |
| <input type="checkbox"/> Education employee | <input type="checkbox"/> Interested Citizen | <input type="checkbox"/> Other |

Appendix B: Resolution of Support

A DRAFT Resolution Expressing Assembly Support for the Juneau Coordinated Transportation Coalition's 2009 Addendum to the City and Borough of Juneau's 2008 Transit Development Plan, Coordinated Human Services Element, to be Submitted to the State of Alaska Department of Transportation

- WHEREAS, transportation appropriation legislation passed by Congress in 2005, Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), requires that each community develop a Public Transit / Human Services Community Coordination Plan to identify needs, available services, and gaps in services to target populations, and lay out strategies to address those gaps in transportation services for those who are elderly, have disabilities, or are low-income traveling to work; and
- WHEREAS, the City and Borough of Juneau's 2008 Transit Development Plan, Coordinated Human Services Element addresses many, but not all of the federal requirements to maintain funding eligibility; and
- WHEREAS, the Job Access and Reverse Commute program provides capital and operating funding for services to improve access to jobs for low income persons; and
- WHEREAS, the New Freedom program provides capital and operating funding for transit and paratransit services and improvements for persons with disabilities that are new and go beyond those required by the American with Disabilities Act; and
- WHEREAS, the Elderly and persons with Disabilities program provides capital assistance funding to provide transit and purchase of services to private nonprofit agencies, federally recognized tribes, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to persons with disabilities; and
- WHEREAS, the Juneau Coordinated Transportation Coalition's 2009 Addendum to the CBJ 2008 Transit Development Plan, Coordinated Human Services Element, addresses these gaps in order to fully qualify for the State Department of Transportation and Public Facilities Alaska Community Transportation grants.

NOW, THEREFORE, BE IT RESOLVED BY THE ASSEMBLY OF THE CITY AND BOROUGH OF JUNEAU, ALASKA:

Section 1. That the Assembly supports and endorses the Juneau Coordinated Transportation Coalition's 2009 Addendum to the CBJ 2008 Transit Development Plan, Coordinated Human Services Element

Section 2. Effective Date. This resolution shall be effective immediately upon adoption.

Adopted this day of 2009.

Appendix C: Gaps in Services Comments- Transportation Needs Perception Survey

As part of the Transportation Needs Perception Survey, respondents were asked to provide their own comments regarding perceived transportation gaps in service for Juneau's seniors, people with disabilities, and people in low-income households. The comments were sorted into general categories.

More Care-A-Van Services to Meet Demand

Care-A-Van is too busy.

Need more Care-A-Van drivers during peak hours.

Need more Care-A-Van service on Wednesdays and weekends, especially Saturday as the one van is always dedicated.

Many seniors have trouble in the winter getting around; there is some transportation 'senior van' but that is not enough; seniors are left to take the local bus routes and that is dangerous for them; they fall and hit their heads or break their limbs.

Care-A-Van is one of the sources for many of these individuals and it is cumbersome to access.

We need more Care-A-Van service on Saturdays; one is not enough as it is dedicated to medical needs and those needing a ride to the store or funerals etc. cannot get a ride and seniors have learned not to call for rides on Saturdays as they know they most likely will be unable to get a ride. We need to plan for more funding for vans on the road as the senior population in Juneau is growing.

More Care-A-Van service needed.

More transportation on holidays; disabled and seniors have very little transportation on those days, if any.

Seniors need more Care-A-Van service on weekends and for special groups at the schools; especially those of us who do not drive.

We need more available vans on Thursdays and the weekend.

Care-A-Van needs improving; late starts at 9 a.m.; slow service.

Care-A-Van needs more drivers and two drivers on Saturday and Sunday for senior; service is very good otherwise.

We seniors depend on Care-A-Van - it would be nice to have more operators to take calls; thank you.

We so wish Care-A-Van offered services after 5 p.m. on Sundays - we can't get out to community offerings, church services, special events, etc. as it is; Also, we're urged not to be alone on holidays (depression, etc.) yet we are unable to do otherwise as there's no services available. But I so appreciate what we do have; and the wonderful drivers.

Consumers of Care-A-Van services are experiencing long waits and limitations in services. For seniors an increase in transportation funding and services can assist with a more active lifestyle.

The Care-A-Van is reliable but difficult to use on an emergency basis.

I've taken the Care-A-Van twice - had to go where I was going on their time; also I've seen seniors walking for hours for the Care-A-Van to pick them up.

More Snow Removal

When seniors, people with disabilities low income parents need to take the bus, snow drifts and very ice streets hinder their walks to and from; some routes are diverted due to the snow and ice and that makes it even harder on users to get to the bus. Injuries abound when that happens.

Lack of snow and ice removal is a frequent complaint we hear from both seniors and people with disabilities

I do know that one enormous challenge facing all users of Capital Transit - especially those in these groups - is the poor performance of CBJ and/or DOT in clearing bus stops and sidewalks after snowstorms. Over the past several years, sidewalks and bus stops have often remained full of snow for weeks after storms. They become virtually impassable and force people to walk and wait in the streets. With winter's low-light conditions, this results in unacceptably hazardous conditions for both pedestrians and vehicles.

It is very dangerous when the snow gets piled high and they have to walk to the bus stops on sheer ice.

One elderly person slipped under the bus due to the ice at the bus stop but was saved by a fellow rider!

Poor and/or very late snow removal from bus stops and sidewalks is an enormous issue because it forces pedestrians into the streets.

The stops are too far away for people with problems as myself and it doesn't help that most of the sidewalks are maintained very well during snow times.

Snow pack around bus stops is very dangerous for the rider

Snow removal about stops seem to be slow.

Winter weather especially devastating

Most elders consider riding a city bus extremely hazardous in the winter months.

Elders definitely do not feel safe taking city bus in snowy icy conditions.

Expanded Bus (and Care-A-Van) Service Area

Care-A-Van and the CBJ Transit system are very efficient and the only issue that I am aware of is access to the Ferry Terminal via public transportation.

Our capital city needs better bus transportation service, especially out to the ferry terminal when ferries arrive and depart.

Need Care-A-Van and bus service to the ferry terminal.

Bus service should be extended to ferry terminal (and possible Lena Point).

Need bus service to Costco also to ferry terminal

Need a more extensive public bus route, please

Fritz Cove Road and Ferry Terminal

The entire community needs transportation to and from the ferry terminal and airport.

Services to Costco area; Service into Fred Meyer as current stops are dangerous.

For seniors or disabled folks, bus stops are sometimes too far from employment locations (especially in winter weather conditions).

Distance to bus stops can be a barrier to transportation. Those with disabilities including mental health issues may have trouble having access to transportation for many reasons and find it difficult to navigate the use of the public transit system.

Services to ferry single biggest hole in the system

Flag stops would be helpful (if able to stop without creating additional hazards).

Bus service for visitors to our capital city; bus service to and from the ferry terminal when ferries are scheduled to arrive and depart;

Distance from the bus is huge. I work for Tlingit-Haida Regional Housing Authority and we have perspective building sites for affordable housing projects in town, but they are inaccessible by bus. We cannot even consider some locations because of limited transportation.

Service to schools off bus routes

We need more bus stops on Riverside Drive and at Safeway - too far to walk from Mendenhall Mall.

More Affordable Service

Low income households often can't afford bus passes, and our agency has to provide tokens for individuals every day.

I fall under low income and I wish the bus fare was still just \$1.00 because for me and my husband to travel anywhere (like the store) it takes \$6 round trip, that is a gallon of milk for the week.

Elders left alone with limited eye sight and hearing or mobility problems are isolated and rarely get out to social activities. Elders have complained they get bills to ride Care-A-Van and taxi tokens do not help - wait is too long for a cab.

There are never any discounted passes for people who are poorer or make, say even eleven dollars an hour who are by themselves and trying to make it without a car; I think you really missed the market with this because it is hard to pay \$36 and rent and groceries and make a living; there are needs to be something done for those of us who are poor; but not dirt poor.

Elders left alone during the day with limited sight hearing and mobility are isolated. They rarely get out to social activities. Transportation is limited to urgent medical appointments, ER and some complain they are sent bills from Care-A-Van.

24-hour advance notice for Care-A-Van; \$5 per one way ride even short way; cannot afford taxi even emergency; difficult to get walker on city bus.

Seniors should ride free!; taxi vouchers can be helpful

Why are elders billed to ride Care-A-Van?

Expanded Bus Service Hours

More early morning and late night routes.

Holiday bus service

Limited bus service on Sundays is sometimes an issue for folks working weekends.

More bus service to Lemon Creek and cleared roads. There should also be more bus service to Douglas at night. If you miss a bus at night downtown, then you have to wait an hour to get home.

It seems the buses should run on holidays. In part to get families where they need to go, but also to reduce DUIs.

Longer Sunday service please

Sundays when families attend church or family gatherings, it may run late and there are no buses to accommodate after a certain time.

There are huge gaps in service; what if on Sunday night I need to go to the hospital or come home from there, there is no bus service after 6 on Sundays; how dumb that is. Do you guys think that life ends for people at 6 on Sundays - no grocery errands, no church, no work - think of what you are doing - if YOU had to take the bus what would YOU want to be like.

Before hours (7 a.m.) bus service

More bus times and easy to reach locations in the Valley would greatly enhance the use of buses by all of the targeted populations. The limitation of buses (only one per hour) is a great impediment to people accessing public transportation.

As a bus user myself, I find it irritating that there are no longer any buses serving the university at night, despite lots of night classes, lectures and special events. This is a particular problem for seniors who may not drive or may not wish to drive at night, but who would like to participate in learning experiences and the life of the community. Maybe get the university to pitch in and help pay for expanded evening service? If Juneau wants retirees to stay in town (and it should) it has got to do a better job of helping them access enrichment activities.

Child Care Transportation for Low Income Families

Daycare often has to happen wherever there is an opening, thus some low-income families ride the bus for HOURS just to get their kids to daycare and to work.

I work with parents who are seeking childcare. Lack of personal transportation and reliance on public transportation can be a significant barrier for low-income families to find child care and then to keep their job. A number of parents have commented to me that it would be helpful if some routes had service more frequently than hourly. Some have mentioned that it would be helpful to have extended bus service in the evenings.

Not enough done for income-parents with children who cannot afford a car ride the bus.

Especially low income families with children.

Finding Seats for Seniors on Bus

I have the blue pass and have had for a couple of years and standing is hard for me and the driver don't ask anybody that is sitting in the front seats to allow me to sit. I don't have a cane or crutches but most of the time I don't get to sit when I do ride the bus. I end up using Care-A-Van most of the time.

During the summer locals aren't treated fairly, not enough room on the bus for locals. Young people aren't moving for seniors and people with disabilities.

Capital Transit drivers seldom ask passengers in the aisle to move toward the rear of the bus. I often see open seats toward the rear of the bus but can't reach them because of the dense crowd clustered at the front. Safety must certainly be a concern, especially to seniors or disabled people, because of the pervasiveness of inebriated passengers.

More information/assistance

Better publicity of what is available

It is difficult for those with disabilities (physical and mental) to navigate the use of the bus system or the Care-A-Van system.

Schedule is hard to read. Bus drivers get mad when questions are asked. Only some buses will come up the hill to Cedar Park. Hard walk to bus stop at the bottom of the hill.

We have been directed to tribal DOT and it has been frustrating and fruitless to obtain a van for Tlingit and Haida elders' program in Juneau

Schedules are hard to obtain.

There definitely is a lack of trained caregivers and PCAs to assist elders. Elders on SS cannot afford taxis or fuel costs even if they have cars.

Safer Public Bus Environment

You need to do something about the drunks riding the buses; seniors don't feel safe

Don't feel safe waiting for the bus at night or riding the bus at night. Bus drivers don't stop people who are making a scene on the bus (music, drunks, people treating others badly). Need to teach people how to act on the bus (TV commercials).

Average one per month I work with a woman who has been harassed/assaulted on the bus.

Drunks should be allowed to harass people at bus stops

Keep drunks off of bus

Night seems a little tentative (alcohol)

Safety on the public transportation is probably nowhere near as bad as it has been made out to be recently. That said, the buses have had some rough clients and strange run-ins (shattered windshields and broken noses).

More Bus Shelters

Lack of shelter at most stops make it difficult for elders and those with disabilities.

The bus stops that are appropriately sheltered are few and far between in the areas of higher low-income family usage. Bus patrons (including children) are often forced to wait on the side of a busy road as heavy equipment hauls by at top speed limits. It is very unsafe and demeaning, particularly in harsh weather.

Warm lit bus stops are missing.

More Lift-equipped Taxis

While for seniors, persons with disabilities and low-income persons transportation/financial assistance for service is available but with big limitations. Currently one wheelchair accessible taxi van is available to the Juneau community.

Need more wheelchair accessible taxis for people with disabilities.

Taxi Vouchers

Taxi vouchers too difficult to access; have to wait too long, expires too quickly.

Vouchers could be made available to low-income houses via the distribution of other low-income resources (i.e. food stamps, etc.)

Mobility Manager

Transportation needs to be addressed in Juneau. If this is customized field we need to make the investment into a consultant; if it is a full time job, create a full time position with a qualified transportation planner. If we are going to have public transportation it should work better for all groups.

More Reliable Bus Service

The bus schedule is not supportive of people who rely on it to get to and from employment, particularly irregular shift schedules and holiday workers. These types of employment are commonly held by low-income households.

Dialysis transportation

Dialysis transportation is provided adequately not but CBJ funding for it ends 6/30/2010

Other

Door to Door services are already provided for seniors and persons with disabilities thru the Care-A-Van system! (Recently recognized with honors at the statewide transportation conference in Anchorage)

Highly need van for weekly THCC exercise group.

I am a senior not using public transportation but a potential user if I am unable to drive own car. Bus drivers should be commended for courtesy, skills, and accommodating attitude.

Bus drivers have generally been friendly, considerate and helpful to seniors and others and those with disabilities.

No public transit system is perfect and I must say, as a member of a low income household, that I can easily make my way around town if I have enough time to deal with waiting at bus stops, etc.

The bus needs to run more; if it costs more we are subsidizing Eaglecrest, we should be subsidizing public transportation at least equally. As a process to change the image of the transportation system attendants can go a long way to improve image. The bus system has a bad reputation

where I work. I think if it were improved more people would ride the bus. Put some "Pride in the Ride."

I am provided with a bus pass as an AmeriCorps member, so I can't say anything about the affordability item. I feel that distance/topography work together to make some stops difficult to reach; I'm not sure what can be done, though.

Obstacles and distance to stops are frequent concerns for disability riders and using bus combined with adding 1 per hour or more one way each card of transportation event.

The passes are not necessarily affordable; the bus stops are few and far between and aren't lit properly for our dark days; nor are they all sheltered and or maintained; the scheduling is silly - every half hour? Come on; so when it is snowing or just plain cold if I barely miss a bus I have to wait in the cold and rain and snow for 25 more minutes; the older I get the harder that is

The buses are extremely overcrowded during certain times of the day. Also, based on the number of times I am approached and asked for bus fare by a variety of people, I think another system would be better - perhaps various agencies could give out tokens for folks to use, then settle up with Capital Transit later, or some other type of token system.

Some do not have caregivers/pcas to assist them. Elders on SS or SSI do not have extra funds for taxi fare or gas even if they have cars.

At some bus stops notably at the corner of Back Loop and Mendenhall Blvd. on the outbound side it is almost impossible for another person to step off the bus onto the immediate drop-off there. It needs a level space to step out on.

I recently sold my car, and now I commute by bus. The best way to learn about the bus is to use it. Nothing speaks better than personal experience. There simply has to be bus service on holidays; how are people suppose to get to work, family and friends without the bus? And I just learned from co-workers that they would take the bus, but there is no bus service to the new high school. How can that be? If you improve the bus you will get more riders, more money and can afford these changes. We could not sell a house in our home ownership program because the low income family only had one car. The wife is deaf and depends on public transportation and there was no regular bus service to North Douglas.

Increasing local bureaucracy is not the answer here. Individuals and their care givers and care coordinators already provide training re: how to use the system, as does the Care-A-Van program. CBJ assembly has made additional funding available for special dedicated vehicles for dialysis transport. CBJ and its taxpayers are already quite generous in providing half-hour public

transportation/bus service. Also the private bus contractors in Juneau provide a fair amount of 'reduced price' service to the School District, etc.

I understand that the snow routes are for the safety but it makes it very hard for people like myself to get down Cordova Hill.

Appendix D: Client Screening Forms

Four transportation providers for the target groups have client screening form, including the following:

- Capital Transit VIP Bus Pass for Persons with Disabilities
- REACH STAR Project Family Support Plan
- SAIL Taxi Voucher Program Application
- Car-A-Van Participant Registration Form

Capital Transit V.I.P. BUS PASS For Persons with Disabilities Eligibility Criteria and Conditions

What is it?

The V.I.P. bus pass is for persons with disabilities who use Capital Transit. It allows qualified individuals to ride free. Persons certified as "ADA eligible" may also use the Care-A-Van service. The V.I.P. pass is intended to increase the availability and convenience of public transit to persons with disabilities in Juneau.

Who is eligible?

Any person who presents proof of one of the following conditions is eligible to obtain a V.I.P. bus pass:

1. Is currently eligible for Social Security Disability Benefits or currently receives Supplemental Security Income Benefits due to a disability.
2. Is currently certified by the Veterans Administration at a 40 percent or greater disability level.
3. Has a valid Medicare Card issued by the Social Security Administration.
4. Is certified by a licensed physician as meeting one of the medical criteria listed on the following page.

To use the Care-A-Van service an individual must be certified as eligible under the Americans with Disabilities Act (ADA) requirements. These persons must also have their physician complete the last page of this application, Request for Certification of ADA Paratransit Eligibility.

Where is it issued?

Eligible persons may apply for a V.I.P. bus pass at the Capital Transit office at 10099 Bentwood Place or the City and Borough of Juneau Sales Tax Office in the Municipal Building, 155 South Seward Street. Simply bring in the completed form found on the last pages of this information and a valid photo identification card.

How long is it valid?

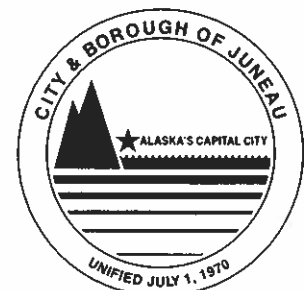
Passes issued to persons with permanent disabilities will be valid indefinitely. No renewal is necessary. Temporary passes may be issued to persons with disabilities that will last no longer than a year, including those persons qualifying under Section 6.,4. of the Medical Eligibility Criteria. These passes will carry an expiration date and may be renewed only if the disability continues beyond that date.

What does it cost?

There is no charge to obtain the pass. Replacement passes may be obtained for a fee of \$2.00.

How does it work?

The pass is an identification card which is used by the holder to board the bus at no cost. The holder of a valid pass must simply show the pass to the bus driver as they board. The pass must be shown each time they board and must be surrendered to the driver if requested. Persons certified as ADA Paratransit Eligible may also use the Care-A-Van service at no cost. These persons may also use the V.I.P. pass to access paratransit service in other communities across the United States.



Medical Eligibility Criteria

SECTION 1. NON-AMBULATORY DISABILITIES

1. **Wheelchair-User.** Impairments which, regardless of cause, confine disabled individuals to wheelchairs.

SECTION 2. SEMI-AMBULATORY PHYSICAL DISABILITIES

1. **Restricted Mobility.** Impairments which cause disabled individuals to walk with difficulty including, but not limited to, individuals using a long leg brace, a walker or crutches to achieve mobility or birth defects and other muscular/skeletal disabilities, including dwarfism, causing mobility restriction.
2. **Arthritis.** Disabled persons who suffer from arthritis causing a functional motor defect in any two major limbs. (American Rheumatism Association criteria may be used as a guideline for the determination of arthritic handicap; Therapeutic Grade III, Functional Class III, or Anatomical State III or worse is evidence of arthritic handicap.)
3. **Loss of Extremities.** Disabled persons who suffer anatomical deformity of, or amputation of both hands, one hand and one foot, or, lower extremity at or above the tarsal region. Loss of major function may be due to degenerative changes associated with vascular or neurological deficiencies, traumatic loss of muscle mass or tendons, bony or fibrous ankylosis at unfavorable angle, or joint subluxation or instability.
4. **Cerebrovascular Accident.** Disabled persons displaying one of the following, four months post-CVA:
 - a. Pseudobulbar palsy; or
 - b. Functional motor defect in any of two extremities; or
 - c. Ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss.
5. **Respiratory.** Disabled persons suffering respiratory impairment (dyspnea) of Class 3 or greater as defined by 'Guides to the Evaluation of Permanent Impairment: The Respiratory System.' Journal of the American Medical Association, 194:919 (1965).
6. **Cardiac.** Disabled persons suffering functional classifications III or IV, and therapeutic classifications C, D, or E cardiac disease as defined by Diseases of the Heart and Blood Vessels - Nomenclature and Criteria for Diagnosis, New York Heart Assoc. (6th Edition).
7. **Dialysis.** Disabled persons who must use a kidney dialysis machine in order to live.
8. **Disorders of Spine.** Persons disabled by one or more of the following:
 - a. Fracture of vertebra, residuals or, with cord involvement with appropriate motor and sensory loss.
 - b. Generalized osteoporosis with pain, limitation of back motion, paravertebral muscle spasms, and compression fracture of vertebra.
 - c. Ankylosis or fixation of cervical or dorsolumbar spine at 30 degrees or more of flexion measured from the neutral position and one of the following:
 - 1) Calcification of the anterior and lateral ligaments as shown by x-ray.
 - 2) Dilateral ankylosis of sacroiliac joints and abnormal apophyseal articulation as shown by x-ray.
9. **Nerve Root Compression Syndrome.** A person disabled due to any cause by:
 - a. Pain and motion limitation in back of neck; and
 - b. Cervical or lumbar nerve root compression as evidenced by appropriate radicular distribution of sensory, motor and reflex abnormalities.
10. **Motor.** Persons disabled by one or more of the following:
 - a. Faulty coordination or palsy from brain, spinal or peripheral nerve injury.
 - b. A functional motor deficit in any two limbs.
 - c. Manifestations significantly reducing mobility, coordination and perceptiveness not accounted for in prior categories.

SECTION 3. VISUAL DISABILITIES

1. Persons disabled because of:
 - a. Visual acuity of 20/200 or less in the better eye with correcting lenses;
 - b. Contraction of visual field:
 - 1) So the widest diameter of visual field subtending an angular distance is no greater than 20 degrees; or

- 2) To 10 degrees or less from the point of fixation; or
- 3) To 20 percent or less visual field efficiency.

2. Disabled persons who, by reason of a visual impairment, do not qualify for a Driver's License under regulations of the Alaska State Department of Motor Vehicles.

SECTION 4. HEARING DISABILITIES

1. Persons disabled because of hearing impairments manifested by one or more of the following:
 - a. Better ear pure tone average of 90 dB HL (unaided) for tones at 500, 1000, 2000 Hz.
 - b. Best speech discrimination score at or below 40% (unaided) as measured with standardized testing materials.
2. Eligibility may be certified by a physician or by an audiologist certified by the American Speech, Language, Hearing Association.

SECTION 5. NEUROLOGICAL DISABILITIES

1. **Epilepsy**
 - a. Persons disabled by reason of:
 - 1) A clinical disorder involving impairment of consciousness, characterized by uncontrolled seizures (grand mal or psychomotor) substantiated by EEG occurring more frequently than once per week in spite of prescribed treatment with:
 - a) Diurnal episodes (loss of consciousness and convulsive seizure); or
 - b) Nocturnal episodes which show residuals interfering with activity during the day; or
 - c) A disorder involving petit mal or mild psychomotor seizures substantiated by EEG occurring more frequently than once per week in spite of prescribed treatment with:
 - i. Alteration of awareness or loss of consciousness; and
 - ii. Transient postictal manifestations of conventional or antisocial behavior.
 - b. Persons exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of epilepsy defined in this section.
2. **Neurological Handicap.** A person disabled by cerebral palsy, muscular sclerosis, or other neurological and physical impairments not controlled by medication.

SECTION 6. MENTAL DISABILITIES

1. **Developmental Disabilities.** A person disabled due to mental retardation or other conditions found to be closely related to mental retardation or to require treatment similar to that required by mentally retarded individuals and,
 - a. the disability originates before such individual attains age 18,
 - b. has continued, or can be expected to continue, indefinitely,
 - c. the disability constitutes a substantial handicap to such individual.
2. **Adult Mental Retardation.** Disabled persons who by reason of accident or illness occurring after age 18 are in a substantially similar condition to a developmentally disabled individual.
3. **Autism.** Persons disabled by reason of a syndrome described as consisting of withdrawal, very inadequate social relationships, language disturbances, and monotonously repetitive motor behavior appearing generally before the age of six and characterized by severe withdrawal and inappropriate response to extend stimuli.
4. **Mentally Disordered Disabilities (Emotionally Disturbed).**

TEMPORARY PERMITS ONLY.

Those persons diagnosed as substantially disabled by mental disturbances who:

- a. Are living in a board and care home and receiving state or federal financial assistance and participate in a state or federally funded work activity center or workshop; or
- b. Are living at home under supervision and participation in a state or federally funded state or federal work activity center or workshop; or
- c. Are participating in any training or rehabilitation program established under federal, state, borough or city governmental agencies.

Capital Transit V.I.P. BUS PASS

Application

Name _____

Address, mailing _____

residence _____

Telephone Home _____ Work _____

Date of Birth _____ Height _____ Weight _____

If you are eligible on the basis of items 1, 2, or 3 listed under Who is Eligible, please attach evidence and sign below. If you are eligible on the basis of item 4, the Medical Eligibility Criteria, please have your physician complete the bottom half of this page. If you are applying for certification of ADA paratransit eligibility, please have your physician complete the back of this form also.

I hereby authorize the physician below to release any information necessary to complete this certification. I understand that if any of the statements made on this certification are false, I will lose the privileges granted by the V.I.P. bus pass. I understand the pass remains the property of Capital Transit and must be surrendered to a Capital Transit employee upon demand.

Applicant's Signature _____ Date _____

Physician's Certification for Persons with Disabilities

I certify that _____ meets
applicant's name

the medical eligibility criteria, Section _____, and is disabled
section number

temporarily _____, or permanently _____ (please check one).

To the physician: The applicant must meet a specific criteria listed under the medical eligibility criteria.

Physician's signature _____ Date _____

Physician's name _____

Telephone _____ Address _____

To determine eligibility for the Care-A-Van service, please continue on the back of this form.

**This section needs to be completed by the physician
for Care-A-Van services.**

Physicians's Certification of ADA Paratransit Eligibility

To the physician: Federal law requires that Capital Transit provide paratransit service (Care-A-Van) to persons who cannot use regular bus service. Please answer each of the questions below. These responses will be the basis for a determination of whether this person can use the regular bus service.

1) If the persons has a disability effecting mobility, is the person:

Able to move 200 feet without the assistance of another person?	Yes ____	No ____
Able to move 1/4 mile without the assistance of another person?	Yes ____	No ____
Able to climb three 12-inch steps without the assistance of another person?	Yes ____	No ____
Able to wait outside without support for 10 minutes?	Yes ____	No ____
Does this person use any mobility aids including a guide dog, or personal care attendant?		
Please describe:		
<hr/>		
<hr/>		

2) If the person has a cognitive disability, is the person able to:

Give addresses and telephone numbers upon request?	Yes ____	No ____
Recognize a destination or landmark?	Yes ____	No ____
Deal with unexpected situations, or change in routine?	Yes ____	No ____
Ask for, understand and follow simple directions?	Yes ____	No ____
Safely negotiate traffic as a pedestrian?	Yes ____	No ____

3) If the person has a visual impairment:

Does this person have visual disability meeting the Medical Eligibility Criteria Section 3.1.?	Yes ____	No ____
---	----------	---------

If there any other effect of the disability of which the transportation provider should be aware?

To qualify as "ADA eligible", this individual must be incapable of performing any one of the described actions described in parts 1 or 2, or have a visual disability as described in part 3.

<input checked="" type="checkbox"/> Completed
MAILING LST
MICIL ENTRY
Existing Cnsmr*
Staff Responsibility

SAIL Juneau
3225 Hospital Dr, Ste 300
Juneau AK 99801
907-586-4920 v/tty
907-586-4980 fax

SAIL Ketchikan
602 Dock St, Ste 107
Ketchikan AK 99901
907-225-4735 v/tty
907-225-4753 fax

SAIL Sitka
210 Lake St, Ste B
Sitka AK 99835
907-747-6859 v/tty
907-747-6783 fax



* if existing consumer, please denote goal achieved, update add'l info/changes & file accordingly in MiCIL

APPLICATION DATE _____ STAFF _____ Exit Date _____

SHORT INTAKE PROGRAM APPLICATION

Consumer Name			Phone		
Social Sec #			Gender	<input type="checkbox"/> M <input type="checkbox"/> F	DOB
Mailing Address	City		State		Zip
Residence Address	City		State		Zip
Disabilities			E-mail		

MARITAL STATUS (check one)

☐ Married ☐ Never Married ☐ Divorced ☐ Separated ☐ Widowed ☐ Other

ETHNICITY (check one)

☐ African American ☐ Caucasian ☐ Asian ☐ American Indian ☐ Unknown
☐ Hispanic/Latino ☐ Alaska Native ☐ Multi-Racial ☐ Pacific Islander ☐ Other

Employment (check one)

☐ Full Time ☐ Retired ☐ Self-employed ☐ Unemployed Seeking Work
☐ Part Time ☐ Volunteer ☐ Unable to work ☐ Unemployed, Not Seeking Work

Living Situation (check one)

☐ Primary Care Facility ☐ Transitional Housing ☐ Renting House/Apartment ☐ Homeless
☐ Group Home ☐ Own House/Apartment ☐ Single Room Occupancy ☐ Hotel

Are you planning on moving to a Group, Care, or Nursing Home or reside in one now? ☐ No ☐ Yes

Housing is Accessible ☐ No ☐ Yes ☐ Not Needed Annual Household Income _____

Subsidized ☐ No ☐ Yes ☐ Not Needed Highest Education Level _____

Please Circle Your Answer

Do you receive Vocational Rehabilitation Services from: The State DVR or Tribal VR? No Yes Both
 If not, would you like information about VR? DVR? No Yes TVR? No Yes

Are you currently on Medicaid? No Yes Medicare? No Yes
 If not, would you like information about Medicaid? No Yes Medicare? No Yes

Do you receive services from any agencies?	<input type="checkbox"/> No <input type="checkbox"/> Yes		
Do you have a Care Coordinator? If so, may we contact them?		Agency Name	Care Coordinator/Case Mgr
Please sign here to indicate your release of information in contacting above:			
Referred to	DVR	TVR	Medicaid Medicare Other (explain)

I have been given the information about the Client Assistance Program and I understand that I can use CAP

Services at any time. ☐ initial above ☐ ILS's initials Follow up required on above questions ☐ No ☐ Yes
 Follow up provided ☐ No ☐ Yes

Are you on the State of Alaska DD wait list? No Yes Do you have a Medicaid Waiver? No Yes

Voter Registration: Already Registered Wish to Register Declined

Would you like to receive SAIL's Quarterly Newsletter or other Mailings? No Yes

I have other independent living needs & wish to meet with staff to complete an Independent Living Plan.

No Yes ☐ No = Independent Living Plan Waived

☐ I would like to schedule an appointment with a SAIL staff as soon as possible. Assigned Staff initials
☐ This program adequately meets my needs and goals for independent living at this time.
☐ If I have any other needs at a later date, I will contact an Independent Living Specialist at SAIL.

Initial below to indicate goal achieved SAIL Staff please explain these goals to consumer to choose best match(es)

Adaptive Equipment	Recreational Activities	Transportation
initials	initials	initials
Accessible Equipment	Educational materials	
initials	initials	initials

Taxi voucher Short Intake Form

Consumer Name _____

Do you have a Medicaid waiver for transportation? ☐ Yes ☐ No **YES = \$24.00/Mo. Limit**

How did you learn of the Taxi voucher Program? Family Friend Service Provider Internet Taxi Co.

I give my permission for the following people to purchase and pick up my vouchers for me.

This permission will remain in effect until rescinded by me in writing.

By signing this form, I certify that I am eligible to participate in the SAIL Taxi voucher program on the basis of my: ☐ Age ☐ Disability

Type of Disability: ☐ Cog ☐ Hearing ☐ M.H. ☐ Mobility ☐ Temporary, Expires on: _____
☐ Multi ☐ V.I. ☐ ?None ☐ Other _____

SIGNING THIS FORM MEANS THAT I UNDERSTAND AND AGREE THAT:

- 1) These vouchers are for my use only;
- 2) I may not duplicate, sell or give my vouchers to anyone else;
- 3) I may not receive vouchers from anyone else except a SAIL Staff member or the person(s) I've authorized above to purchase and/or pick up my vouchers for me;
- 4) I am aware that this program is meant to SUPPLEMENT, NOT REPLACE current transportation systems, and that these taxi vouchers are meant to be used when Care-a-Van and Capital Transit Bus Service are unavailable to me because of their hours of operation, service areas or other factors such as an emergency that prevent my use of their services;
- 5) Breaking any of these agreements and/or misuse or abuse of the program, its partners or staff could cause me to lose my eligibility to participate in this program.

Eligibility Statement: In accordance with Department of Education 34 CFR, Parts 364, 365, 366, 367, Subpart D, Paragraph 364.40, this statement of eligibility is necessary. By the signature of the representative below, it is certified that the applicant either meets the basic requirements specified in Paragraph 364.40, whereas the individual applying for services is an individual with a significant disability, OR for the purposes of the Taxi voucher Program, the applicant is 60 years of age or older.

Consumer's Signature

Date

IL Specialist

Date

AREA BELOW TO BE COMPLETED BY SAIL REPRESENTATIVE

1 Drivers License # _____ State _____ Identification Card # _____ State _____
 CBJ VIP Card # _____ CBJ Senior Sales Tax Exemption Card # _____
☐ Current/Past SAIL Consumer, MICIL # _____ ☐ Other (Specify) _____

2 voucher Program Participant # _____ Added to Program Log _____ By _____
 Entered on MICIL _____ By _____ Added to Mailing List _____ By _____

Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	
Date _____	Sold: _____	\$3 Vouchers	#'s _____	_____	Total Value of Vouchers
Payment: <input type="checkbox"/> Cash	<input type="checkbox"/> Check	Amount \$ _____	Check # _____	Receipt # _____	

CONFIDENTIAL**VISITOR**

IDN: _____

CAV - PARTICIPANT REGISTRATION FORM

SITE:	JUNEAU					DATE:			
NAME: (LAST, FIRST, MIDDLE INITIAL):									
PHYSICAL ADDRESS:									
MAILING ADDRESS:									
CITY:					STATE:			ZIP:	
PHONE NUMBER:		(907)							
BIRTH DATE:					SEX:		MALE:		FEMALE:
***** OUR FUNDING SOURCES REQUIRE THE FOLLOWING INFORMATION *****									
ETHNIC RACE: (Circle)		1=Black/African American			2=Hispanic Origin		3=American Indian/Alaskan Native		
4=Native Hawaiian/Other Pacific Islander				5=Asian		6= Caucasian/Non-Minority		7= Other	
DO YOU LIVE ALONE?		YES		NO	DO YOU HAVE DIABETES?		YES		NO
IS YOUR INCOME ABOVE (\$1,083 – 1 person) or (\$1,458) – Couple) PER MONTH (Not including Senior Benefits Program and Permanent Fund Dividend)?						YES		NO	
DO YOU HAVE A DISABILITY?		YES		NO					
ARE YOU 80 OR OLDER?		YES		NO					
SPOUSES NAME:									
EMERGENCY CONTACT:					TELEPHONE:				
DO YOU HAVE AN ADA CARD?		YES		NO	SERVICES RECEIVED				
ADA CARD NUMBER:					PLEASE CHECK ONE:				
Indicate if the participant uses:						XXX	Transportation		
Wheelchair:			Walker:				Shopping Assistance		
							Adult Day Program		
DO YOU USUALLY RIDE WITH AN ESCORT?							Other		
					YES		NO		
If unable to perform the following activity without personal assistance, stand-by assistance, supervision, or cues, please check the activity.									
Activities of Daily Living (ADL's)					Instrumental Activities of Daily Living (IADL's)				
		Eating				Preparing meals			
		Dressing				Shopping for personal items			
		Toileting				Medication management			
		Transferring in/out of bed/chair				Managing money			
		Walking				Using telephone			
		Total ADL's				Doing heavy housework			
						Doing light housework			
						Using available transportation			
						Total IADL's			
Referred By:					Phone Number:				
For Project Use Only: REV 11/09									
Class: C S V DE MV		Status: O N I R M D V MV			NR			ADL	IADL
Check here if the client has formally authorized release of information									

REACH, Inc.

Recipient Name:		DOB:	Medicaid #:
SSN:	Guardian(s):		Relationship:
Address:		Phone#:	
Today's Date:	Estimated Transition Date?:	Next Mtg?:	

Referred by:

- ☐ DDS (Division of Senior and Disabilities Services)
 ☐ OCS (Office of Children Services)
 ☐ Behavioral Health
- ☐ Family
 ☐ DVR/TVR (Division of Voc Rehab/Tribal Voc Rehab)
 ☐ ILP (Infant Learning Program)
- ☐ OPA (Office of Public Advocacy)
 ☐ Hospital
 ☐ Doctor:
- ☐ School District (who):
 ☐ STAR
 ☐ Other:

Social History/Presenting Concerns:

Status of Eligibility Process:

- ☐ DD App Comp----Elig? ☐ Yes ☐ No (Elig date:)
 ☐ Core funding (date:)
 ☐ Waiver?-Agency
- ☐ CCMC SCRNG/DDN
 ☐ Respite (date :)
 ☐ STAR (date:)
- ☐ TEFRA (date:)

Objectives, goals and outcomes:

☆ ★ ☆ ★ ☆ ★ ☆ STAR Project Family Support Plan ☆ ★ ☆ ★ ☆

Referral(s) / Services:

	Have	Need	By Who	By When		Have	Need	By Who	By When
Advocacy/Support Services					Personal Care Services				
After School/Summer					Phone Cards				
AK Donated Dental					PT/OT/SLP				
AK Mental Health Trust Assc (AMHTA)					Public Assistance/Food Stamps				
Assistive Technology					Public Health Nurse				
Car Seat					Qualis CM (TEFRA)				
Child Care Assistance					Recreational Activities				
Community Support					Respite				
Disability Law Center					Shriner's				
DVR/TVR					SSI				
Equipment					Supported Living Services				
Food/Utilities					Transportation				
Guardianship/Conservator					Veterans				
Home modifications					WIC				
Housing					OTHER:				
IEP/School District					OTHER:				
ILP					OTHER:				
Mental Health Services					OTHER:				
Native/Indian Benefits					OTHER:				

I agree that I have participated in the development of this support plan.

Recipient/Guardian Signature

Date

STAR/Intake Representative

Date